

special

# COVID-19

edition

## newham mag

Issue  
420



p3

Community  
heroes

Photo: Newham Council



Photo: Newham Council



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Safe as  
houses

Photo: Newham Council

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Business  
support



People at the Heart  
of Everything We Do

We are here to  
**#HelpNewham**



Newham London

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<b>Mayor's message</b>	<b>p4</b>	Newham Council has launched a new look website with an easy to follow guide to all our essential services. It also has a regularly updated section on covid-19 with the latest information on the impact on services and messages from Mayor Rokhsana Fiaz. To stay up to date with news, sign up to our online newsletter at <a href="http://www.newham.gov.uk">www.newham.gov.uk</a>
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## REVISED WASTE COLLECTIONS AFTER 25 MAY BANK HOLIDAY



Residents are reminded that domestic waste collections dates will be affected by the 25 May Bank Holiday as follows:

**Mon, 25 May** will be collected on **Tues, 26 May**;  
**Tues, 26 May** will be collected on **Weds, 27 May**;  
**Weds, 27 May** will be collected on **Thurs, 28 May**;  
**Thurs, 28 May** will be collected on **Fri, 29 May**;  
**Fri, 29 May** will be collected on **Sat, 30 May**.

Find us online at [www.newham.gov.uk/mag](http://www.newham.gov.uk/mag) For information on all Newham Council services visit [www.newham.gov.uk](http://www.newham.gov.uk)  
Twitter: @NewhamLondon Facebook: [www.facebook.com/newhamcouncil](https://www.facebook.com/newhamcouncil)

If you do not receive the Newham Mag at home, or know someone who doesn't, please call 020 3373 1517, write to The Newham Mag, West Wing, 4th Floor, Newham Dockside, Dockside Road, London E16 2QU, or email [newham.mag@newham.gov.uk](mailto:newham.mag@newham.gov.uk)

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To advertise in the Mag call Julie Madell on 07890 529 090

If you are worried about the financial impact of the crisis, visit Newham's MoneyWorks at [www.newhammoneyworks.co.uk](http://www.newhammoneyworks.co.uk) or call 0208 430 2041.

# Community heroes doing their bit



It looks like we are past the peak of the covid-19 crisis and at some stage things will get fully back to normal.

Throughout recent weeks, essential services have been maintained, but done in different ways to ensure social distancing and people's safety.

Thrust into the spotlight and appreciated in a way perhaps they weren't before, were those who collect our domestic waste – the teams who empty our bins across the borough, and who had to take a new approach to doing things.

Before the pandemic, a crew comprised of three people in a lorry – a driver and two loaders. Since then, wherever possible, only the driver and one loader are in the cab. The second loader meets colleagues in the street. They also wear extra gloves, regularly use hand sanitiser carried in the cab and can wear masks if desired. The bin lorries are cleaned daily and undergo a deep clean twice a week.

Driver Gary Birch has done the job for ten years and has never seen anything like the appreciation they've been getting. He said: "We have taken pictures of the messages people have left on their bins. People come out and clap and say thank you, including young kids who come out, and we really appreciate that."

Danny Edridge works with Gary as a bin loader. He said: "It is very humbling to see the amount of support we get on a daily basis, whether it be clapping, saying thank

you or picture messages. People are very positive in the praise they are giving. The loads are much heavier than usual because more people are at home, and we ask that dirty tissues aren't left loose in the bins, when they should be wrapped up in bags."

#### **Here's what you can do to help**

Ensure that anything that could be harmful to our crews is disposed of in a safe and appropriate way.

Even if we are in or coming out of lockdown, don't overfill your bins and ensure they are easily accessible. If possible, put your bin on the edge of your property, away from your front door.

The more items you recycle, the more room you will have in your domestic bins.

For the latest service information on council services, including waste, visit [www.newham.gov.uk/coronavirus-covid-19/](http://www.newham.gov.uk/coronavirus-covid-19/)

#### **coronavirus-service-disruptions-updates/1**

#### **Recycling centre re-opens**

On government advice, the East London Waste, East London Waste Authority has re-opened the reuse and recycling centre in Jenkins Lane, Beckton, which operates for Newham residents. It was closed at the beginning of lockdown to comply with social distancing rules.

Residents are asked to visit only if they have rubbish which would otherwise pose a risk or safety hazard if stored at home.

Staff at the facility will still be observing safe distancing and will not be handling or moving items. Other changes have also been introduced which could lead to queuing. A one-way system is in place with access from Eric Clarke Lane temporarily. For more details, visit [www.newham.gov.uk/jenkinslane](http://www.newham.gov.uk/jenkinslane)



To support the borough's adult learners during the lockdown, Newham Adult Learning Service has created a package of more than 80 online courses which will be released in batches at 9am on Mondays until 31 July. Adult learners can enrol on as many courses as they like, study at their own pace and every course is FREE! (Learners must be aged 19 or over). Visit [www.nals4life.co.uk](http://www.nals4life.co.uk)

# Mayor's message

We are now in week eight of 'loosened' lockdown Britain, but please stick with it to avoid a second wave of the coronavirus in Newham.

It has been the challenge of our generation – changing every aspect of our lives. Our family life. Our social life. Our religious life. Our work life.

Despite the extreme adjustments we have had to make to our day-to-day existence – you have, in the vast majority, risen to the challenge in a remarkable way. Thank you.

Of course, a very real national tragedy sits at the heart of this crisis. Well over 30,000 people, including Newham residents, have lost their lives, often in the pursuit of the jobs on the front line. We have lost inspirational teachers, doctors, nurses as well as heroes in the transport industry, the care sectors and other key worker areas. We must not allow this virus to regain a grip.

The Prime Minister has provided further information about the government's much heralded 'indicative' pathway to an end of Covid-19 lockdown in the UK. It's not straight forward, nor is it going to be easy. As the government says, it will be guided by 'scientific advice' every step of the way.

The strategy for this second phase is about what the government calls 'smarter controls'; people will need to continue with measures to minimise the spread of Covid-19 and they will be in place for 'some time'.

What is clear is that while some measures are being eased – we are still in lockdown. So it's important that everyone in Newham keeps up with the restrictions in place, because we can't risk a second wave in our borough which could be disastrous for all Newham residents.

A mass return to road travel will have huge implications for air quality in Newham. If the roads become clogged, the significant improvements we've seen to air quality will be lost – putting those with respiratory problems linked to Covid-19 at greater risk.





An increase in traffic will also make it harder and more hazardous for key workers and vital services to use the roads, so nurses, doctors, carers, shop-workers, and delivery drivers, will find it more difficult to get to work to keep us safe and keep supermarket shelves stocked.

We must also think carefully about how we can safely get to our places of work. Public transport remains limited and social distancing will be virtually impossible if the numbers using trains, Tube, and buses, rises from current rates.

The government's strategy is being examined by the Council in detail as we finalise plans for this new phase in Newham, which will be published on [www.newham.gov.uk](http://www.newham.gov.uk) but like all councils in the country, we're waiting for further guidance from the government across the range of measures it has set out, including on community testing, contact tracing and how to monitor and respond to

localised 'hotspots'.

The strategy will also inform our local recovery plans for the borough which will be shaped by our commitment to responding to poverty and inequality as well as addressing the climate emergency.

As with our approach since the start of lockdown, our next phase plans will be shared with residents across our community neighbourhoods and our voluntary sector partners, faith communities and local businesses, as well as all the community groups involved in our #HelpNewham local hubs who are supporting the most vulnerable in Newham.

I am urging you to think carefully before you change your behaviour. If you can stay at home, you should. Avoid public transport. Continue to practise social distancing at all times and follow the hygiene advice such as washing your hands regularly and disinfecting surfaces that you use. Stay safe.

## Mayor Rokhsana Fiaz

**Mayor Rokhsana Fiaz OBE**  
**Mayor@newham.gov.uk**

@rokhsanafiaz

Rokhsana\_Fiaz

rokhsanafiaz



# Looking after your mental health

Visit  
[www.mind.org.uk/](http://www.mind.org.uk/)  
for advice on how  
to manage your health  
and wellbeing

The coronavirus pandemic has brought uncertainty into all our lives and disrupted daily routines. We've had to stay indoors, not been able to go to work or see our friends or family. Children have also had to stay at home.

While the lockdown was necessary, this kind of unprecedented social isolation has impacted on our mental health and wellbeing. Many people have found, or are finding it stressful. Even when the full restrictions are lifted, it is important that we continue to look after our mental health. If you're feeling anxious, talk about it with people you trust. It's likely they have experienced the same.

Continue to stay in contact with family and friends over the phone or social media and help each other stay healthy.

Structure your day with a routine that includes exercise, eating a balanced diet, drinking plenty of water and getting enough sleep. If you are continuing to work from home, ensure you take regular breaks. If the news is making you anxious, switch it off for a while or limit your exposure to headlines to once or twice a day.

Dr Paul Gilluley, Chief Medical Officer and Consultant Psychiatrist at East London NHS Foundation Trust, said: "This is still a very difficult time for many people, with worries over the health of loved ones, jobs and the social isolation brought about by the lockdown. People will be affected by this in different ways, but if you are feeling stressed or anxious by the current situation, help and support is available from a wide variety of organisations."



## Every Mind Matters

Every Mind Matters has expert advice and tips on how to look after your mental wellbeing. It also has guidance on what you can do if you are feeling worried or anxious about the effects of covid-19. Visit [www.nhs.uk/oneyou/every-mind-matters/](https://www.nhs.uk/oneyou/every-mind-matters/), [www.mentalhealth.org.uk](https://www.mentalhealth.org.uk) or [www.youngminds.org.uk](https://www.youngminds.org.uk) for more information.

## Newham Talking Therapies

This free service can help with

anxiety, relationships issues, and low mood. Appointments are provided by telephone or video. Newham residents can refer themselves. Visit <https://www.newhamtalkingtherapies.nhs.uk/> or call: 020 8475 8080.

## Newham Bereavement Service

For help dealing with bereavement, visit <https://www.mithn.org.uk/our-services/talking-therapies/newham-service/newham-bereavement-service/>



# Helping young ones stay CONNECTED

**It's been hard for all of us to change the way we do things to prevent the spread of coronavirus, but it's been even tougher for young people, some of who will have enjoyed not being at school, but won't have liked not being able to hang out with their mates.**

Our Youth Zones have had to close in line with lockdown requirements, but even if the buildings have been closed we've created a virtual alternative with plenty of opportunities to get together online!

Our Youth Empowerment Service is running Digital Youth Zones, offering young people a range of activities to support their health and wellbeing; alongside a range of fun, immersive personal and emotional development experiences. Using the Zoom platform, they have had the opportunity to come together in a safe virtual space to access daily virtual hang-outs, online workshops, vlog sharing spaces, a movie streaming club, and daily chat rooms featuring themes like "worry buster" and "lockdown living".

It's been designed in collaboration with young people to replicate the work and activities they would normally enjoy at the youth zones. Our youth workers worked with experts from the NSPCC and YouthLink Scotland to make it safe as well as an awesome platform.

Initially it was offered to those people already registered with our youth zones, but new members can get on board now. Each youth zone is running a weekly programme and once the pandemic is fully over, Youth Empowerment Digital will continue

as a core part of our exciting new youth provision in the borough, complementing our youth clubs.

Young people interested in joining the platform can visit [www.newham.gov.uk/children-families](http://www.newham.gov.uk/children-families) and scroll down to the Youth Empowerment Digital section. Once you've put in your details we will be in touch to get permission from your parent or carer to arrange an introductory Zoom session. You can use either a smart phone or a laptop with a webcam to do this.

Other resources available to support young people include:

**Kooth** - a web based confidential support service which provides a

safe and secure means of accessing mental health and wellbeing support.

Kooth offers an opportunity to have text-based conversations with qualified counsellors. It is accessible through mobile, tablet and desktop. Visit [www.kooth.com](http://www.kooth.com) for more details.

**HeadStart Newham** - mental health and wellbeing service for young people and families. Visit [www.headstartnewham.co.uk](http://www.headstartnewham.co.uk)

**ChildLine** – talk to a counsellor for free anytime by calling 0800 1111. You can also log in for a one-to-one chat at [www.childline.org.uk/get-support](http://www.childline.org.uk/get-support)



Young residents can unleash their artistic and creative talents to show how they and the borough has been coping with the pandemic and their hopes for a brighter future. As part of the Young Newham Story project they can take photos of drawings, paintings, cake decorations, t-shirt prints, doodles, models, or anything creative that shows how lockdown has affected everyday life in Newham. Send them to **NewhamCYP**. [Commissioner@newham.gov.uk](mailto:Commissioner@newham.gov.uk) or direct message on Instagram at **@YouthZonesLBN**

# Ordinary people exhibit extraordinary community spirit to #HelpNewham

**Within days of lockdown being announced in March, Newham Council set up a #HelpNewham service, working closely with voluntary and faith organisations to deliver support to the most vulnerable.**

Eight hubs (distribution centres) were set up to package and deliver food and other essential items to those in need. The #HelpNewham offer also provides residents in need with prescription deliveries and a befriending telephone chat service. Redeployed Council staff have worked with volunteers who signed up to play their part. We have:

- spoken to more than 21,700 residents to see if they need help
- delivered more than 16,000 food packages to those most in need
- delivered more than 5,000 prescriptions by working with community pharmacies
- redeployed highways vehicles, school buses and other vehicles to deliver food and essential supplies

Mayor Rokhsana Fiaz said: "The hubs are working with our schools, faith groups, youth workers, residents and local businesses, who have all made incredibly generous donations. In our last survey of residents, nearly a third of people said that they had no-one they could rely on when things became difficult. It's a stark reminder that even in one of the busiest cities in

the world, people can feel incredibly lonely and isolated. I have been incredibly moved and impressed by the work people are putting in to support those at risk."

The Mayor visited the #HelpNewham hub at Curwen Primary School in Plaistow. See the video at <https://youtu.be/MwtwsDyAbal>

## VOLUNTEERS

Plaistow resident Paul Adebisi, 36, volunteers at the hub at Curwen School. He said: "I got involved because I have a passion for helping people and I know there are a lot of vulnerable people in my community. The best thing about this is that we are meeting people's needs during this pandemic."

Bethan Roberts has been involved with the hub at Calverton Primary School in Custom House. She said: "It feels really good to know that the work we're doing is having a real impact on people struggling through this crisis. One of my favourite parts of being out on delivery is seeing the gratitude on people's faces and the tangible effects of our work first-hand."

"It doesn't matter whether you are a volunteer or a redeployed staff member, working your first day or your fourth week, everyone is incredibly welcoming and eager to get stuck in. It's been a privilege to work alongside a team that truly cares about the

people that they're helping and is willing to go the extra mile for them."



**Bethan Roberts**

**MORE THAN  
16,000 FOOD  
PACKAGES  
DELIVERED**



**MORE THAN  
21,700  
RESIDENTS  
CONTACTED**



**MORE  
THAN 5,000  
PRESCRIPTIONS  
DELIVERED**



**947 FAMILY  
BOXES  
DELIVERED**



**MORE THAN  
5,000 HOURS OF  
VOLUNTEERING  
BY RESIDENTS**



**62.2 TONNES  
OF FOOD MOVED  
AND DELIVERED**



#### **VOLUNTARY, COMMUNITY AND FAITH SECTOR**

Voluntary groups, community groups and places of worship have been doing an amazing job supporting Newham residents who need help. Over 100 organisations have completed a survey to tell us about the incredible work they are doing. From the survey we know that:

- 78 per cent of organisations are open and providing some kind of service for Newham residents
- 47 organisations are offering food support to Newham residents – ranging from bags of food that are collected or delivered as well as cooked meals; 14 are supporting families with baby supplies and 27 are offering home delivery
- 3 organisations are working with

the Council to provide emergency food support for residents in crisis at weekends, supporting more than 40 families each weekend

- 6 organisations are developing schemes where volunteers can do paid-for shopping for residents who can pay for their shopping but can't leave their home
- 38 organisations are providing residents with a range of advice, support with form-filling or accessing statutory support services
- 20 organisations are providing telephone or online befriending to existing services users and other residents more widely
- 15 organisations can accept fresh, frozen and chilled foods, thanks to large commercial fridges and freezers purchased by the Council

#### **MUTUAL AID GROUPS**

Nineteen Mutual Aid Groups have started across Newham to help and support each other cope with the pandemic.

Able to operate locally, they have helped people gain access to information, advice, services and support, with many working with local organisations. One example is Canning Town where the mutual aid group is working with local partners including the River Christian Centre, and St Luke's and St Mathias churches.

If you would like to get involved with a Mutual Aid Group, visit  
<https://www.facebook.com/groups/202303704194767/>

**#HELPNEWHAM**

# Staying safe in your home

**Whether we are still in the grip of lockdown or not, there are still some basic precautions we can take to stay safe in our homes.**

Residents in blocks should keep communal areas clear from rubbish and clutter. Do not store it in communal areas, and avoid putting appliances, prams, bikes and furniture in stairwells, corridors or balconies as they create a potential hazard in an emergency situation, especially for children and older people.

For more detailed advice on fire safety in the home visit [www.london-fire.gov.uk/safety/coronavirus/](http://www.london-fire.gov.uk/safety/coronavirus/)

The process for reporting anti-social behaviour or social distancing issues remains unchanged, however our response may be limited. You can use the My Newham App or call the Enforcement and Safety Team on **020 8430 2000**. In case of an emergency, call the police on **999**.



Concierge officers in the Housing team have been focusing on residents of around 1,700 flats in 29 tower blocks. They have enhanced the cleaning of communal areas and provided additional support checking on vulnerable residents, increased the number of staff to conduct health and safety inspections, removed clutter, reported communal repairs and anti-social behaviour.



As a result of social distancing measures, the Council's Local Area Tenant and Leaseholder Forums and Housing Officer surgeries had to be cancelled but you can still contact Housing Liaison Officers by mobile phone and email. For their contact details visit [www.newham.gov.uk/Pages/ServiceChild/Housing-Liaison-Team.aspx](http://www.newham.gov.uk/Pages/ServiceChild/Housing-Liaison-Team.aspx)

All routine appointments for repairs and maintenance were cancelled but urgent and emergency appointments, including those for vulnerable residents, are still available. Tenants, leaseholders and vulnerable residents can report emergency repairs by telephoning **0800 952 5555**.

If you are facing financial difficulties and think you are going to fall into rent arrears please contact us as soon as possible. Call **020 8430 2000** and ask for the Housing Income and Collection Team or email your income collection officer directly or alternatively email **HSG-RentService.SupportGroup@newham.gov.uk**

Please visit [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) to see the latest UK-specific health advice

For coronavirus information and advice in additional languages,

10 visit <https://www.newham.gov.uk/coronavirus-covid-19/c19-information-advice/1>

# Coping with covid-19

**Mayor Rokhsana Fiaz and members of Newham Council's Cabinet moved quickly to ease the financial strain on our poorest residents during the coronavirus crisis.**

To support financially vulnerable residents, £2.7m from a hardship fund is supporting residents already identified as financially insecure, by completely cutting or reducing the amount of Council Tax they pay. That means 20,000 households are benefiting.

It is imperative at this time of crisis that the Council has the funds it needs to meet its obligations to provide vital services, so we ask those of you who are in a position to pay, to continue your contributions so we can defend the services we need more than ever.

## Help with Council Tax

**If you have lost your job or seen a fall in your income due to coronavirus you could get help with paying your Council Tax. If you have not already, you should apply for Council Tax Reduction.**

If you are able to make payments, even if they are less than your normal instalments, you should continue to pay. If you are struggling, in the short

term, the Council can offer:

- A payment holiday, postponing your first instalment to 1 June 2020, for residents receiving a Council Tax Reduction, or
- The option to spread balances over 12 rather than 10 months to help you budget.

If you have applied for a Council Tax Reduction, or are already getting it, you don't need to do anything else to receive this help. It will take time to process this additional reduction so it's difficult to say when the credits will be added to Council Tax accounts. For information, visit [www.newham.gov.uk/coronavirus-covid-19/council-tax-benefits-welfare/](http://www.newham.gov.uk/coronavirus-covid-19/council-tax-benefits-welfare/)

## Protecting your finances during the pandemic

**Criminals have been using the pandemic to con people but there are steps you can take to avoid becoming a victim of fraud.**

Our advice is to stay vigilant, particularly when it comes to sharing financial or personal information about yourself. Criminals are experts at impersonating people, and organisations such as the police or your bank so if you are unsure, ask for identification.

People have become victims of online shopping scams and ordered protective face masks, hand sanitiser, and other products, which have never arrived. Criminals are also calling at houses, pretending to be from the NHS to gain entry for distraction burglaries. Remember, NHS staff would never turn up unannounced at

your home.

People have been receiving text messages or emails claiming to be from the Government providing links to claim money or free school meals. Do not click on any links or attachments in suspicious emails, even if they look genuine.

Remember your bank will never ask you to transfer money, move it to a safe account or call and ask for your security details. Do not respond to unsolicited messages or calls asking you for personal or financial details.

For more details or to

notify Newham Council of fraudulent activity, contact [fraud@newham.gov.uk](mailto:fraud@newham.gov.uk) or [trading.standards@newham.gov.uk](mailto:trading.standards@newham.gov.uk)



# Supporting businesses with grant offers



**Newham Council has stepped in to support threatened small businesses during the coronavirus pandemic, particularly those in the leisure, retail and hospitality sector (including pubs), and nurseries, in line with our Community Wealth Building aspirations, which seek as a priority to defend our residents' jobs, incomes and livelihoods.**

We have already distributed more than £45 million to businesses. We know this is making a real difference and want every eligible business to apply for funding. So far, we have processed 3,206 payments. We have a new Community Wealth Building Business Support section of our website at [www.newham.gov.uk/Businesssupportcovid19](http://www.newham.gov.uk/Businesssupportcovid19). The pages are reviewed continuously and have the latest information and guidance for employers and businesses. We also have a new email business bulletin with all the latest guidance, which you can subscribe to by emailing [newhambusinessdesk@newham.gov.uk](mailto:newhambusinessdesk@newham.gov.uk).

## BUSINESS GRANTS

There are two support grants

available for businesses that receive either Small Business Rate Relief (SBRR) or Retail Discount Relief

The grants available are

- £25,000 for retail, hospitality and leisure businesses (including pubs) with property with a rateable value between £15,000 and £51,000
- £10,000 for all businesses in receipt of small business rates relief

We have identified all the businesses that would have been eligible for relief as of 11 March 2020. If you are a business in the retail, hospitality or leisure sector and haven't yet applied, do so online at [www.newham.gov.uk/Businesssupportcovid19](http://www.newham.gov.uk/Businesssupportcovid19). For any questions, email [business.rates@onesource.co.uk](mailto:business.rates@onesource.co.uk)

On 4 May 2020, the government announced a new emergency loan scheme, the Top-up to Local Business Grant Fund. Local authorities have been asked to direct these funds at businesses in shared spaces, regular market traders and small charity properties that meet the criteria for Small Business Rates Relief, as well as bed and breakfasts because they pay council tax rather than business rates. Details of the

offer had not been finalised as the Newham Mag went to press, so please check our website for more information and to see whether your business is eligible to apply.

For general inquiries on business support, contact our Newham Business Desk on 020 3373 7373, or email: [newhambusinessdesk@newham.gov.uk](mailto:newhambusinessdesk@newham.gov.uk)

## COVID-19 BUSINESS IMPACT SURVEY: WE WANT TO HEAR FROM YOU

We've created a COVID-19 Business Impact Survey to learn more about how the pandemic is impacting on your business, what you need, and where you think the gaps in support are. Visit [www.newham.gov.uk/Businesssupportcovid19](http://www.newham.gov.uk/Businesssupportcovid19) to complete the survey – it will help us help you



Please visit [www.newham.gov.uk](http://www.newham.gov.uk) for Newham specific advice. This includes a list of support services if you need help with finances, mental health and domestic violence.



# Support for you and your children

**The Prime Minister has now confirmed that schools will reopen in a phased way, with some pupils going back earlier than others. Whatever the circumstances, it is important to do what we can to keep them safe while they study.**

There are many activities and resources that will help you support your child's learning in the current circumstances. Teachers in your child's school will have prepared materials, either in packs or online. Approaches will vary from school to school, based on the needs of the child concerned.

## HERE ARE SOME GUIDING PRINCIPLES:

- You are not expected to take the place of your child's teacher – your role is to support their learning as best you can;
- Try to maintain a routine around breaks, meal times, use of screen time;
- Reading to or with your child (or

encouraging them to read) is important at any stage of a child's education;

- Not all learning needs to be formal. Children learn informally from everyday activities such as cooking and games;
- Time for exercise (when possible) is important for children's physical and mental health;
- Make time for fun activities and things your child enjoys doing;
- Remember you are not alone in this, and you can get advice from your child's school, other parents (through social media groups) and from a range of websites, including the Department for Education (DfE).

## HELPFUL INFORMATION FOR LEARNING:

- DfE: Supporting your children's education during coronavirus (COVID-19) [www.gov.uk/guidance/remote-education-during-coronavirus-covid-19](http://www.gov.uk/guidance/remote-education-during-coronavirus-covid-19)
- BBC Bitesize – available on TV and online [www.bbc.co.uk/bitesize](http://www.bbc.co.uk/bitesize)

## KEEPING YOUR CHILD SAFE ONLINE

- [www.gov.uk/government/publications/coronavirus-covid-19-keeping-children-safe-online](http://www.gov.uk/government/publications/coronavirus-covid-19-keeping-children-safe-online)

If the change of routine and staying at home has, or is proving difficult, for your child, advice on how to support their mental health and well-being is available at:

- [www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak](http://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak)

## THERE ARE ALSO RESOURCES TO HELP CHILDREN DEAL WITH BEREAVEMENT:

- Child Bereavement UK - 0800 028 8840 or [www.childbereavementuk.org](http://www.childbereavementuk.org)



# Community Wealth Building Business Support



Helpful advice and guidance for Newham businesses during the coronavirus crisis.

For the latest information and support visit  
[www.newham.gov.uk/Businesssupportcovid19](http://www.newham.gov.uk/Businesssupportcovid19)

You can also contact our **Newham Business Desk** for further information, advice and guidance during this time on **020 3373 7373**, or via email at [newhambusinessdesk@newham.gov.uk](mailto:newhambusinessdesk@newham.gov.uk)

People at the Heart of Everything We Do



**Looking for financial support during this challenging time?  
We are operating fully remotely.**

We can support you with:

- Food bank vouchers and supermarket vouchers
- Energy vouchers
- Benefits checks and advice
- Free, impartial and confidential debt advice
- Money management tips on how to spend smart and save
- Affordable loan applications
- Emergency loans, including loans for furniture and white goods

The MoneyWorks office is closed but you can still access our service by:

- Phone **0208 430 2041**
- Email [moneyworks@newham.gov.uk](mailto:moneyworks@newham.gov.uk)
- Twitter @LBNMoneyWorks
- And our website [newhammoneyworks.co.uk](http://newhammoneyworks.co.uk)

The phone lines and inboxes are monitored Monday – Friday, 9am – 5pm.



People at the Heart  
of Everything We Do



If you are facing domestic violence, contact Hestia at [InfoNewhamDSV@hestia.org](mailto:InfoNewhamDSV@hestia.org) or call **0808 196 1482**. If you are in immediate danger, please call **999**.

14 If you need to contact the Adult Social Care team, call **0208 430 2000 Option 2**

# Look after your health, even if you don't have covid-19

**Whether we are facing lockdown restrictions or not, we must still contact doctors and NHS staff for any non-covid-19 related health conditions or illnesses.**

Figures collected by Public Health England from a sample of emergency departments in England show a 50 per cent drop in the number of people attending since the pandemic began.

The NHS is urging people to still use health services when needed, amid concerns that those suffering with serious conditions may be putting off seeking treatment. They are particularly worried about children, where parents may not take their children to see a GP or to hospital because of a fear of contracting covid-19.

The NHS 111 phone line or **111.nhs.uk** online can help you find out where and when to get help. Your GP and local hospital still provides the same advice, care and treatment they always have, but it may be being delivered in a different way than usual with a virtual or telephone appointment. If you need to contact your GP, do it via phone or online and only go to a clinic if your GP advises you to. Check with your GP surgery or local clinic to see how they can help you.

The NHS has issued advice for parents, highlighting symptoms in

increasing severity, using a traffic light system, showing whether they need to call NHS 111, go to a pharmacy, a doctor or, for the most severe symptoms, hospital. **See page 16 for details.**

## Vaccinations

There has also been concern about the number of families not keeping up with routine childhood vaccinations. You should still book for your child to have their vaccinations, because it's important that vaccines are given on time for the best protection. Contact your GP or local clinic to check what

services they are providing.

For advice on Covid-19 and childhood illnesses and injuries, visit: **www.nhs.uk**

Newham's Children's Health Service 0-19 can provide advice and support over the phone, Monday – Friday, 9am – 5pm:

- Health Visiting Team, Family Nurse Partnership and HeadStart: **020 3373 9983**
- School Health: **07970 813937**
- Visit **www.newham.gov.uk/childrenshealth** for more information.



# FOR PARENTS

## A SPECIAL COVID-19 MESSAGE

When your child is ill or injured it is very difficult to decide if/when to call your child's GP, NHS 111, or go to the Accident and Emergency Department (A&E). While the government is asking everyone to stay at home, it can be confusing to know what to do. Here is some guidance around what to do if your child shows any of the following symptoms or signs.



FOR ADVICE ON COVID-19 AND CHILDHOOD ILLNESSES/INJURIES VISIT [WWW.NHS.UK](http://WWW.NHS.UK)

Designed by primary & secondary care clinicians from Barts Health NHS Trust & East London Health & Care Partnership

## YOU SHOULD GO TO A&E AND/OR CALL 999 IMMEDIATELY IF:

### APPEARANCE

- ▶ Pale/mottled/ashen/blue colour
- ▶ Collapsed/unresponsive/loss of consciousness
- ▶ No obvious pulse or heartbeat
- ▶ Severe allergic reaction

### BEHAVIOUR

- ▶ Extreme irritability/pain/sleepiness  
(can be woken but falls asleep immediately)
- ▶ Seizure/jerking movements/fit

### BREATHING

- ▶ Sucking in and out between ribs
- ▶ Flaring nostrils
- ▶ Extremely fast breathing
- ▶ Unusually noisy breathing

### OTHER

- ▶ Bleeding from an injury that doesn't stop after 10 minutes of pressure
- ▶ Fever with a stiff neck

## YOU SHOULD GO TO A&E IF:

### APPEARANCE

- ▶ Dizziness/feeling faint
- ▶ Rash that does not fade when you press it

### BEHAVIOUR

- ▶ Severe tummy pain

### OTHER

- ▶ Burn
- ▶ Possible broken bone

### OTHER

- ▶ Swallowed foreign objects (especially magnets/batteries)
- ▶ Temperature higher than 38°C in a baby younger than 3 months old
- ▶ Your child has special health care needs and you have a plan that tells you to go to A&E
- ▶ Feels abnormally cold to touch
- ▶ Expressing suicidal/significant self harm thoughts
- ▶ Head injury

## YOU SHOULD CALL YOUR GP IF:

### APPEARANCE

- ▶ Mild/moderate allergic reaction (known or suspected)
- ▶ New rash that fades when you press on it

### BEHAVIOUR

- ▶ Mild irritability/sleepier than normal
- ▶ Moderate tummy pain
- ▶ Vomiting and diarrhoea
- ▶ Not passed urine for more than 12 hours

### BREATHING

- ▶ Wheezing/fast breathing

### OTHER

- ▶ Temperature >39°C (age 3-12 months)
- ▶ Temperature over 38°C for 5 days or more
- ▶ Accidental overdose of medication or other substances
- ▶ Ear pain for more than 2 days
- ▶ Emotional distress (where your child can't be reassured)

## YOU SHOULD USE 111 ONLINE OR CALL 111 IF:

### APPEARANCE

- ▶ Pink eyes/red eyes

### BEHAVIOUR

- ▶ Ear pain for less than 2 days
- ▶ Mild tummy pain

### BREATHING

- ▶ Cough
- ▶ Runny nose

### OTHER

- ▶ Temperature over 38°C for less than 5 days